GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:162
ANSWERED ON:05.05.2016
Upgradation in Air India
Kumar Shri Ashwini;Udhayakumar Shri M.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether any criteria/procedure has been laid down in the Air India (AI) to upgrade passengers to a higher class, if so, the details thereof and the number of upgradation reported during the last three years and current year, year-wise;

(b) the reasons for such an upgradation;

(c) the competent authority to take the decision in the matter;

(d) the revenue foregone by AI in this regard annually; and

(e) the measures taken by the Government to check such arbitrary and high number of upgradations?

Answer

The Minister of CIVIL AVIATION
(Shri Ashok Gajapathi Raju Pusapati)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT IN REPLY TO PARTs (a), (b), (c), (d) AND (e) OF LOK SABHA STARRED QUESTION NO. 162 TO BE ANSWERED ON 05.05.2016 REGARDING UPGRADATION IN AIR INDIA TABLED BY SHRI ASHWINI KUMAR AND ADV. M. UDHAYAKUMAR, M.Ps. (a) to (c): Yes, Madam. Up-grades are carried out by Air India on the following grounds: i. On payment of the prescribed amount by the passengers; ii. Up-grades done by Air India during overbooked flights; iii. Up-grades done on other commercial considerations; These up-grades are done subject to availability of higher class seats and payment of the prescribed amount by the passenger where ever applicable. Such up-grades are done by the authorised executives of Air India at different levels depending upon the nature of up-grade. The details regarding the number of up-gradations reported during the last three years and current year, year-
wise are as follows: Year Total No. of passengers No. of passengers upgraded % of Total Passengers upgraded 2013-14 15410000 128174 0.83 2014-15 16870000 105594 0.63 2015-16 17000000 84894 0.50 April 2016 1582223 7533 0.48

(d) & (e): Up-gradations are done subject to availability of seats in the higher class and no revenue paying passenger is displaced and, therefore, there is no revenue loss to Air India. In view of this, there is no revenue foregone by Air India.